

# What is Sword: Virtual Physical Care



Sword

# What is Sword

Sword is a virtual physical health program powered by SWORD Health. Combining personalized care with the latest digital tools, it gives you the freedom to overcome joint and muscle pain anytime, anywhere.

Sword treats all major joints and helps with preventive, chronic and post-surgical pain.



Live life with a greater range of motion.

Sword

# What you get with **Sword**

Zero  
Cost to  
You



Convenient, virtual access to a physical therapist.

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Digital therapist kit that includes wearable sensors and a SWORD tablet.

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Self-guided program designed just for you.

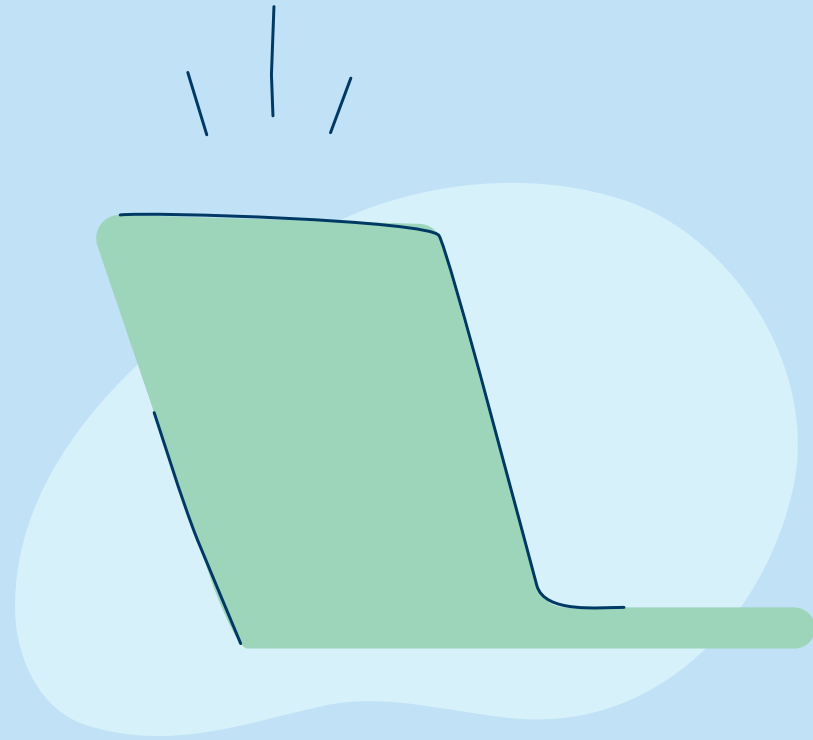
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The flexibility and convenience to complete your guided exercise sessions from anywhere.

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Ongoing support, including virtual visits, a phone-based app, chat functions, guided feedback, and educational content.

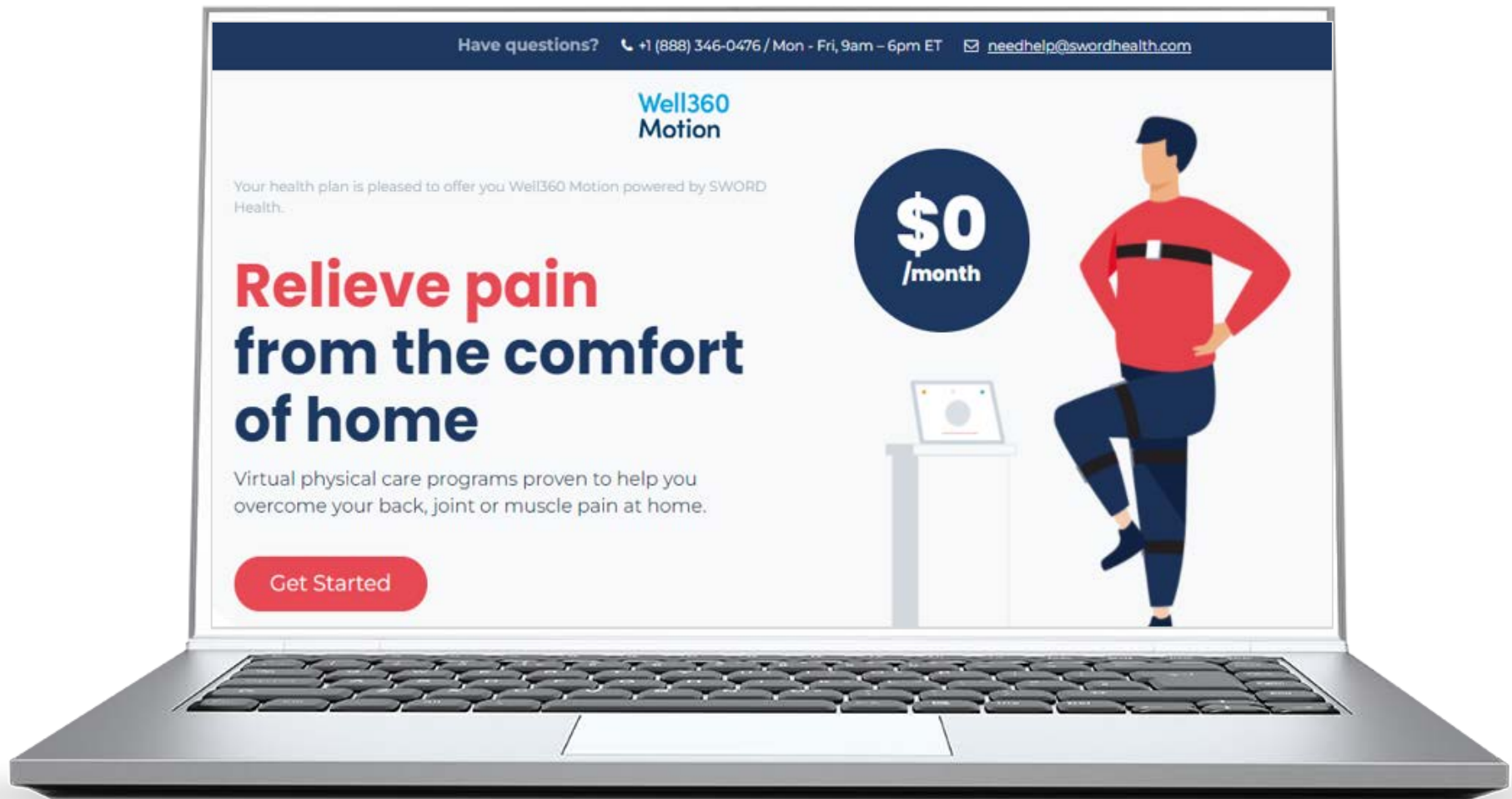
# Sword Enrollment Tutorial



## Sword Enrollment Tutorial

# Getting Started

Visit [Join.SwordHealth.com/HighmarkBCBS](https://www.join.swordhealth.com/HighmarkBCBS)



## Sword Enrollment Tutorial

# Enroll and Create an Account

**Let's confirm SWORD is right for you**  
Make sure your name matches what's on your insurance card.

First name \*

Last name \*

Email \*

Date of birth \*

State \*

Terms and conditions \*  
 I have read and agree to SWORD Health's [Terms of Use](#), [Privacy Notice](#) and [Informed Consent](#).

**Continue**

**Create your account**  
Please choose a password to complete your account creation.

Email \*

Password \*

Confirm password \*

Must be at least 8 characters. Both passwords must match.

Phone number \*

Please provide a cell phone number so your Physical Health Specialist can send you important program information and updates. By providing your phone number, you give us permission to contact you via text.

**Back** **Next**

## Sword Enrollment Tutorial

# Health Survey

About you

Here's what your Physical Health Specialist wants to know about you

Every SWORD member is matched with their own Physical Health Specialist. The more your specialist knows about you, the more they can personalize the program to fit your lifestyle and goals. You'll work together to build habits that last and lead to long-term success.

What's your gender identity? \*

Male

Female

Non-binary

Prefer not to specify

Other

What pronouns would you like for us to use when talking about you? \*

He/him/his

She/her/hers

They/them/theirs

Other

Which race or ethnicity best describes you? \*

Choose

What is the highest level of education you have completed? \*

Choose

What is your employment status? \*

Employed full-time

Employed part-time

Seeking opportunities

Not employed

Retired

Student

Prefer not to answer

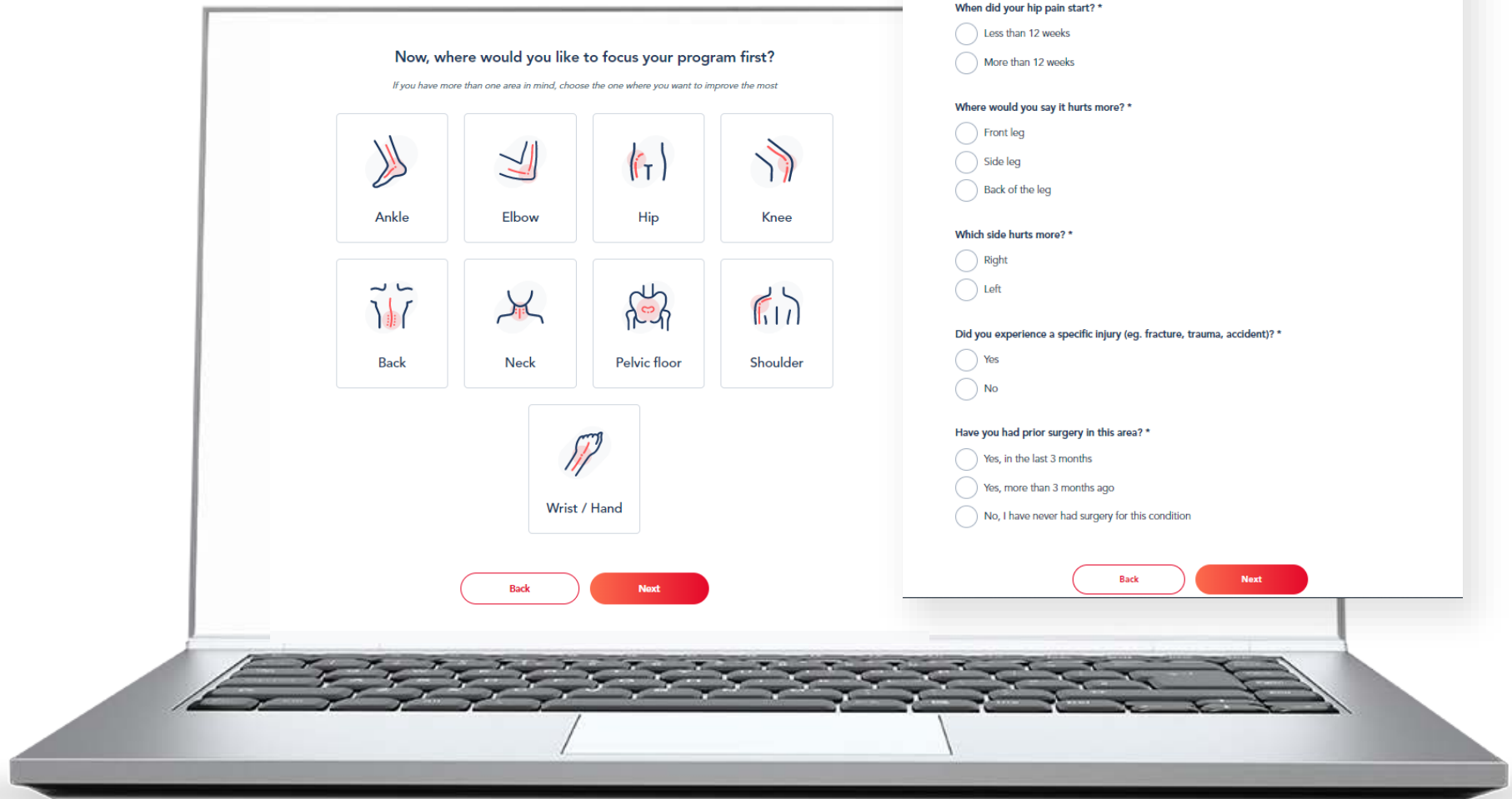
Height \*      Weight \*

00 feet 00 inch      00 pounds

Next

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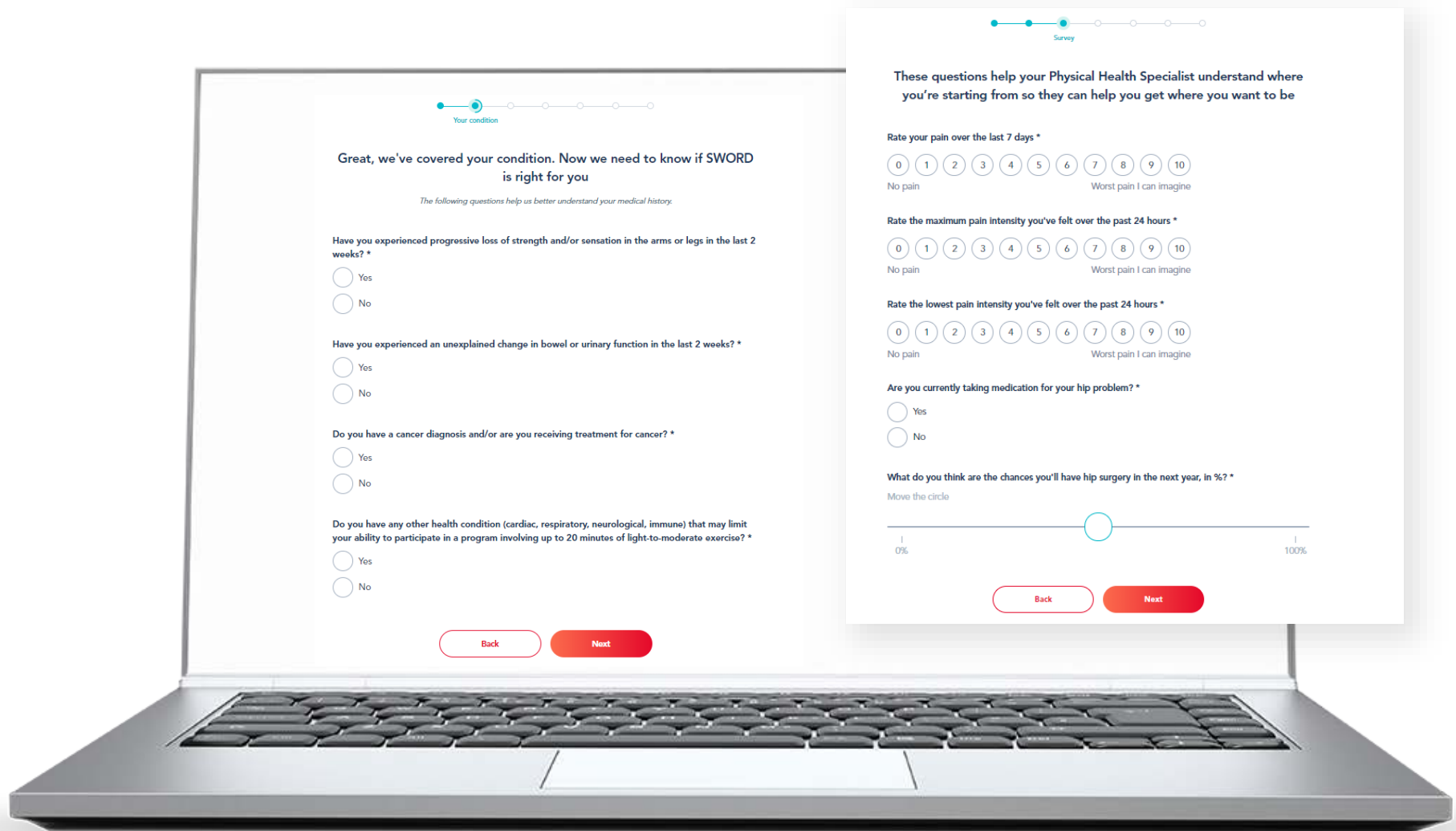
# Health Survey





## Sword Enrollment Tutorial

# Health Survey



## Sword Enrollment Tutorial

# Schedule your Video Call

**Schedule your video call with your Physical Health Specialist**

1. Confirm your time zone \*

Eastern Standard Time (6:46 a.m.)

3. Select a date

March 2022

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

4. Select a time slot

Friday, March 11, 2022

6:00 - 6:30 p.m.

You can filter the time slots according to the language of your Physical Health Specialist.

5. Confirm your appointment

Date and time: -

Your timezone: Eastern Standard Time

Back Next

**Choose your dedicated Physical Health Specialist**

*All of these specialists can give you expert guidance to meet your specific goals.*

**Kevin Dao**

Doctor of Physical Therapy

About me

Looking forward to meeting you

Things I love: Music, Cooking, Travel

My special interests: Strength training, Yoga, Nutrition

My languages: English

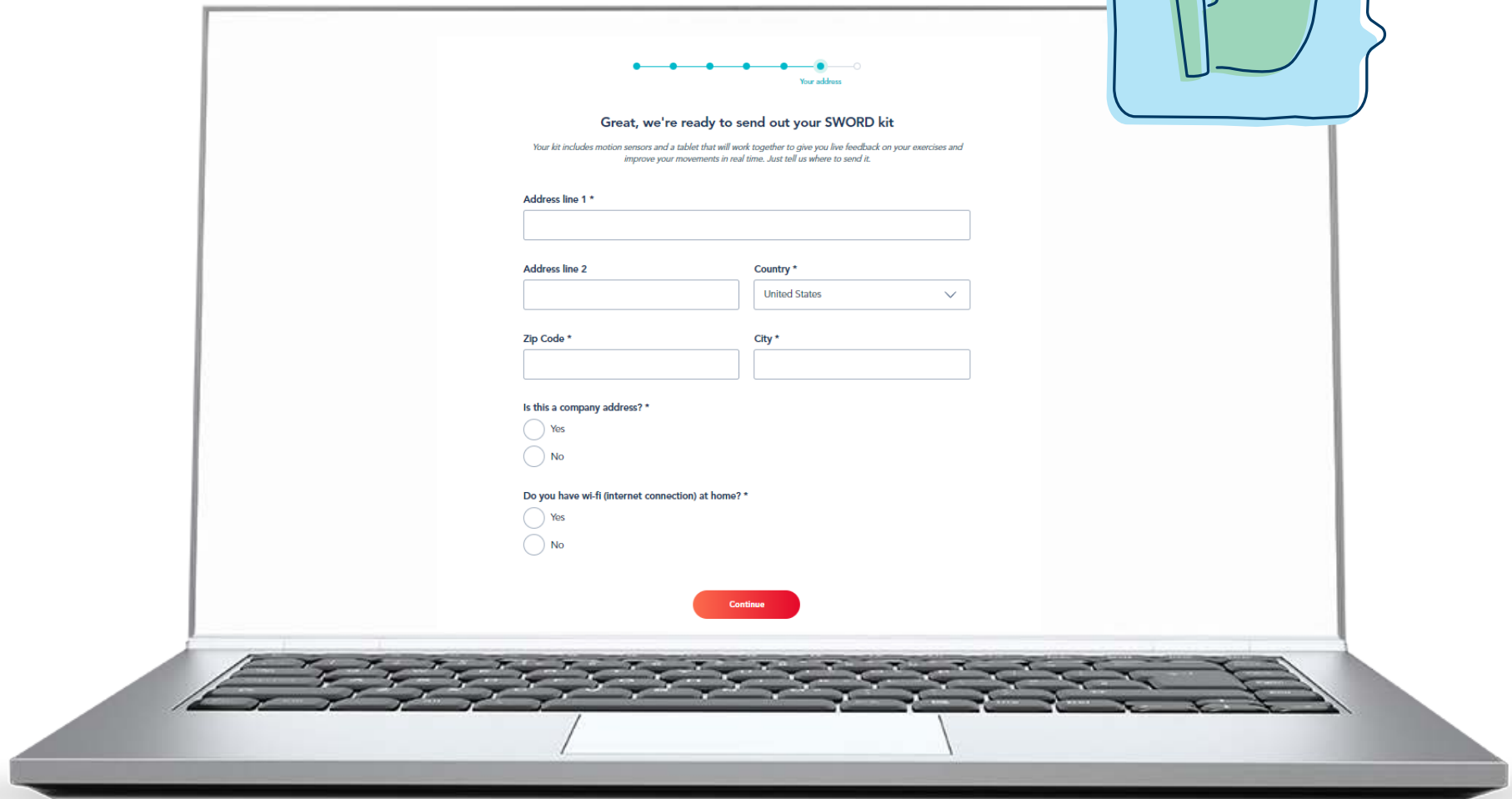
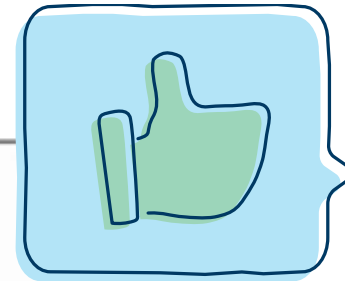
My education and certifications: Former Strength and Conditioning Specialist

My location: Currently: Pennsylvania, Originally: Pennsylvania

Choose another day and time

Next

# Digital Therapist Kit



# Once Enrolled in Sword




# Once Enrolled in Sword

## Next Steps

**Next steps**

- 1 Kevin, your dedicated Physical Health Specialist, will email you to get to know you better




**Kevin Dao**  
Looking forward to meeting you
- 2 Get ready for your video call

5:00 - 5:30 p.m., Thursday, March 31, 2022  
Eastern Standard Time (6:46 a.m.)
- 3 Your SWORD kit will be sent to this address

**When should I expect to receive my kit?**

After your video call, we will ship your kit as soon as possible, so they usually arrive within 5-7 working days. You will receive an email from SWORD with a tracking link. If you won't be available to start your program when you get your kit, email [help@swordhealth.com](mailto:help@swordhealth.com).

**SWORD kit contents**



The SWORD kit includes wearable motion sensors and a tablet. The tablet will guide you through the initial setup. It will also give you live feedback on your daily exercise sessions that you can do whenever and wherever it's convenient for you — all supervised by your dedicated Physical Health Specialist.

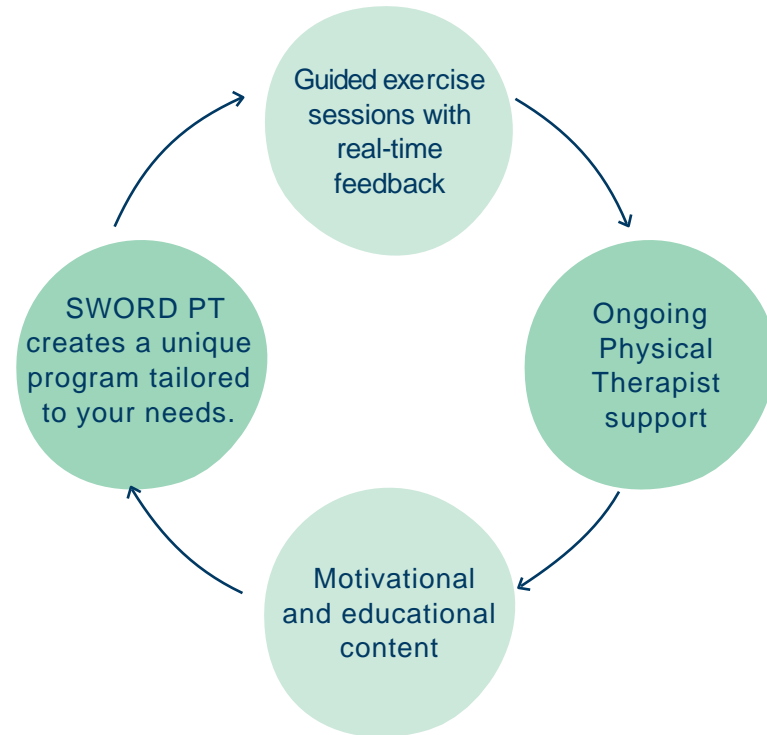
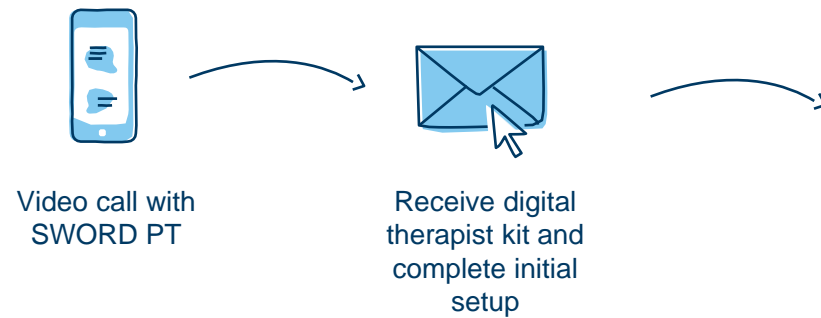
You'll receive your kit in 5-7 business days after your video call. Your kit will include wearable motion sensors and a tablet.



Once Enrolled in Sword

# What to **expect** next

Through your **Sword Journey**



**JOURNEY TO A  
PAIN-FREE LIFE!**

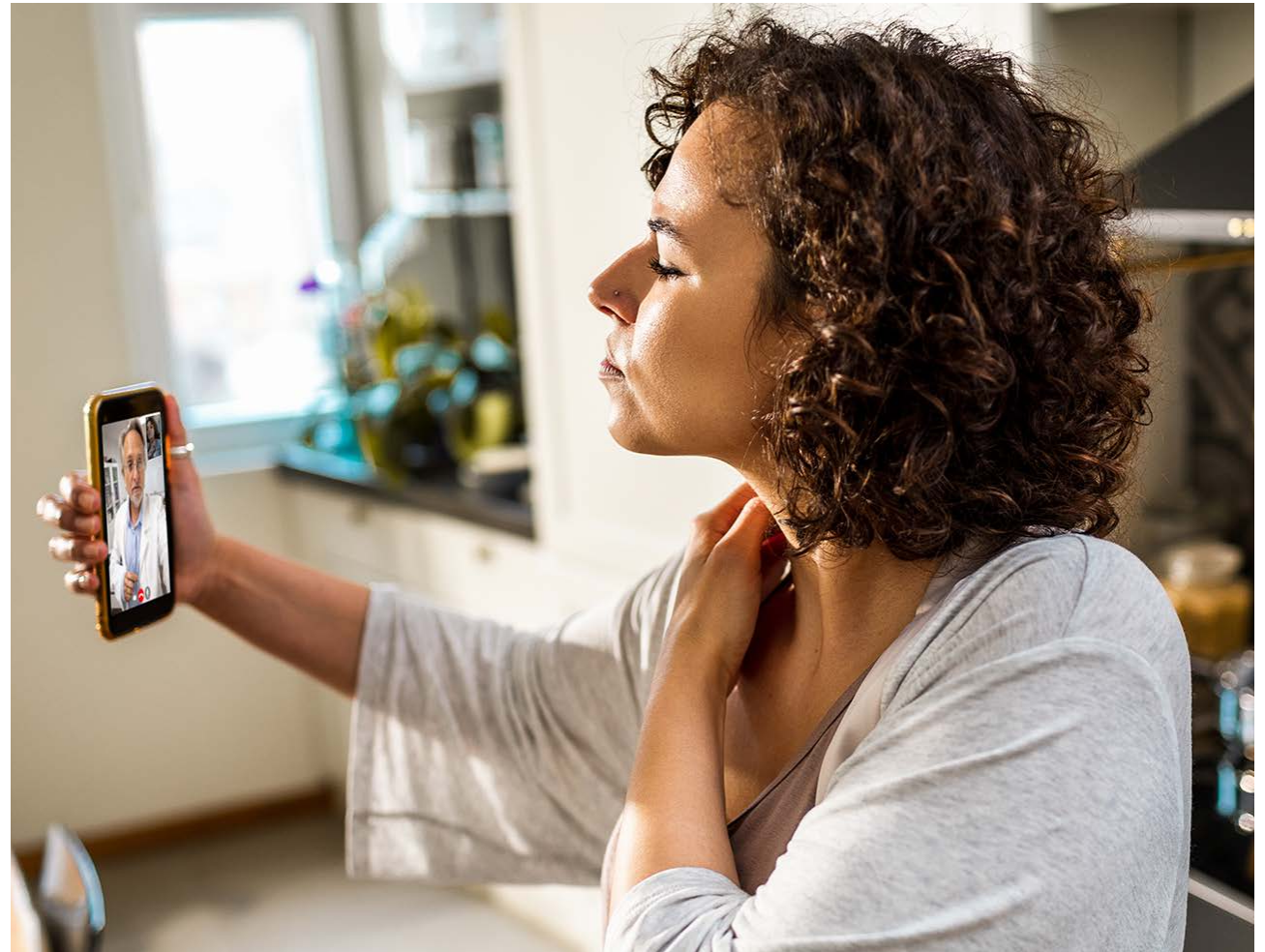


Once Enrolled in Sword

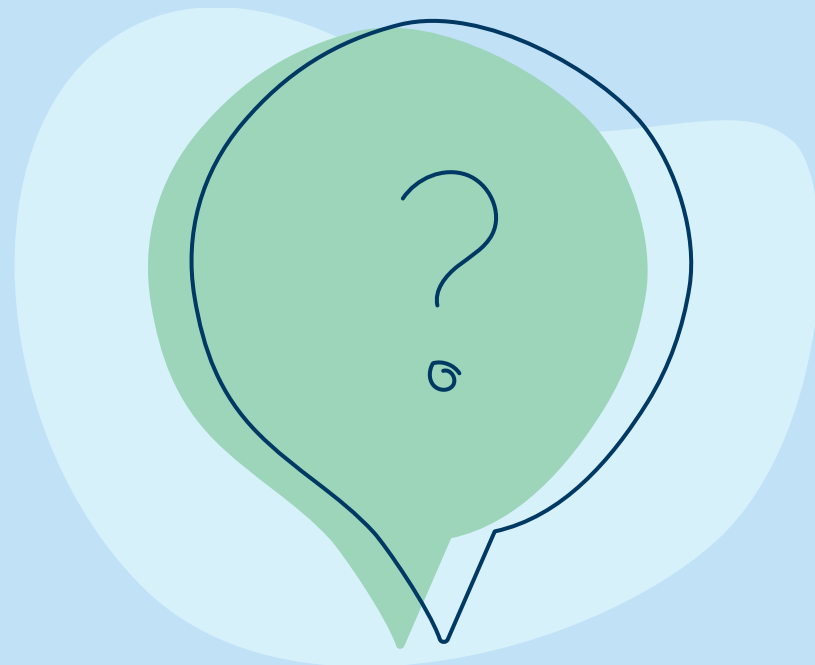
# SWORD Health Mobile App

Download the **SWORD Health Mobile App**

Get access to educational content, chat with your Sword Physical Therapist and learn new ways to reduce pain.



# Need Assistance with Sword?





## SWORD Health

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**Call** 1-888-346-0476

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**Email** [needhelp@swordhealth.com](mailto:needhelp@swordhealth.com)

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## Member Service

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**Call** Number on the back of your  
Medical ID card.

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SWORD Health, Inc. does not provide health care services. SWORD Health, Inc. is an independent company that provides wellness services for your health plan. SWORD Health Professionals provides its services through a group of independently owned professional practices consisting of Sword Health Care Providers, P.A., SWORD Health Care Providers of NJ, P.C., and SWORD Health Care Physical Therapy Providers of CA, P.C.

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请拨打您的身份证背面的号码（TTY：711）。

